

How to Access Economic Services and Supports for DC Residents with Limited or Non-English Proficiency

March 28, 2022

DHS is committed to serving all DC residents

The DC Department of Human Services (DHS) provides a variety of tools and resources in-person, over the phone, and online to ensure all District residents can access the services they need -- including those who have limited English proficiency.

There are many methods to access benefits and receive information

1. *'I Speak' Cards*

DHS provides **'I Speak' Cards** in the lobby of its Service Centers to help visitors request and receive language interpreter services, at no cost, by identifying their preferred language. 'I Speak' Cards are available in the following languages: Spanish, Amharic, Chinese, Portuguese, Vietnamese, French, Tagalog, Russian, Arabic and Korean. 'I Speak' Cards can be accessed at the link below:

<https://ohr.dc.gov/ispeakcards>

2. *Language Line*

The **Language Line** is used by customers and staff to receive interpretation services by phone. Any staff can provide services to customers who speak a language other than English with the assistance of the Language Line by calling the number to receive interpretation over the phone. The translation services are provided by the company, Language Line Solutions. The Language Line is used for customers accessing services through a Service Center or the DHS Public Benefits Call Center. Information on how to access the Language Line can be found at the web address below.

https://dchr.dc.gov/sites/default/files/dc/sites/dchr/service_content/attachments/language_access_reference_guide.pdf

3. *Bilingual Staff at Service Centers*

Bilingual staff members assist customers one-on-one on how to access services they need. After the preferred language has been identified by the customer, the front desk staff (supervisor) will assist in identifying the appropriate staff to assist.

4. *Translated Applications to Apply for or Recertify Public Benefits*

Paper applications are available at each Service Center in English, Spanish, and Amharic. Applications in additional languages can be downloaded from the DHS web address below.

<https://dhs.dc.gov/page/apply-recertify-benefits>.

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5. Locations to Submit Hard Copy Completed Applications

Paper applications may be submitted in three ways --

- In person at any Service Center. The location of each Service Center is listed in the below chart.

DHS Service Center	Address	Operating Status
Anacostia	2100 Martin Luther King Jr. Avenue, SE	OPEN
Congress Heights	4049 South Capitol Street, SW	OPEN
H Street	645 H Street, NE	OPEN
Taylor Street	1207 Taylor Street, NW	CLOSED FOR RENOVATION
Fort Davis*	3851 Alabama Avenue, SE	CLOSED FOR RENOVATION

Information on the nearest DHS Service Center, and its operating status, can be found at this DHS web address: <https://dhs.dc.gov/service/find-service-center-near-you>.

- Mail to:
DC Department of Human Services
Economic Security Administration
Case Record Management Unit
P.O. Box 91560
Washington, DC 20090
- Fax to: (202) 671-4400

6. DHS Website is in Multiple Languages:

DHS's website can be translated into over 100 languages. The DHS webpage providing information on how to apply for benefits is <https://dhs.dc.gov/page/apply-recertify-benefits>.

For more information about the resources and tools DHS is using to help DC residents with limited- or non-English proficiency access services, contact:

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